



Meeting Minutes

Meeting: HH Network Monthly Meeting Date: 5/14/2025 Time: 10:00 am Location: Teams	Attendance: Miranda Blakeslee, Bridget Lamp, Jetta Carrig, Chris Howland, James Charles, Jody Kendrick, Tosh DeMulder, Erika Barber, Ed Carolla
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Discussion Topic	Presenter	Notes:
DOH Updates	Miranda Blakeslee	Recently Updated Policies: CORE billable services policy email sent 4/14/25 Reminder to send the attestation.
Program Updates	Miranda Blakeslee	Excellus Review- Annual review with the updated designation audit tool. Miranda reviewed slides with the group will be shared with the meeting minutes. Identified the annual care team meeting concerns. GAPs in care is another opportunity. ED follow-up was another area of concern. We have developed forms to make this clearer. Designation Update Lead Status Update- DOH has added Fulton & Montgomery Counties, we have one agency working in those counties, we are also looking to contract with St.Mary's as a CMA. If your CMA is interested in adding those counties that is also an option. Continuity of Care Follow Up Form- We will be adding this into NetSmart to make

		sure that all follow up questions are being asked to meet the designation requirement. No Questions about that. Communication Preferences Form- In updated policy there was a telehealth addition, and we created this form around that. Reviewed the form and discussed it. Just at enrollment unless they express any concern over communication. Care Team Meeting Form- Showed the group the mockup that is in development with NetSmart. Thoughts on this form?- Responses Jody- So that would eliminate the hallmark event too? Miranda- Yes Jody- I like that better then. Tosh- Any time savings in notes is great. Will the boxes expand? Miranda- Yes that is a free text space. Enrollment and Annual Note Template Change- This will significantly decrease the enrollment and annual note length. Showed the new template compared to current template. Reminders Disenrollment Form Annual Requirement Quality Review HCBS Core- Reviewed form completion and reminded the group to complete these at annuals. Transfers Due to Members Moving- We do not want to do internal transfers until a
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		move has occurred. We would prefer to ensure that the move has happened so that we can assist appropriately if a transfer needs to occur. Discharge in some cases has been done too quickly so if you have any questions please reach out so that there is a seamless service for members. We would like to avoid having people referred if they are discharged too fast. DOH conversation regarding POC- The new designation tool highlights that if a need is identified on the comp, then it needs to be identified and addressed in the POC. Our current process is fine as long as needs that are put on hold are addressed later or the member defers for longer. We aren't making network wide changes. However, if you are not including all objectives then when items are deferred then you need to clearly document those items then we need to continue to discuss those items with the member. In our CMA we are planning on making changes to the POC to include all items found in comp and staggering the dates to remove items as needed. POC will be used as a working document to address needs and complete them. Touch on all objectives on at least a quarterly basis. Needs and Deferrals will need to be addressed throughout the year as needed.
QA Updates	Bridget Lamp	Quality- Disenrollment Data Training Update Excellus and Aids Institute Trainings *Please continue to send all training certificates to QA

		*Refresher Training Feedback *HARP/HCBS Training Feedback *Next Network Training July dates TBD, this may be in person or remote depending on the location of attendees.
NetSmart	Miranda Blakeslee	GAPS in Care/ Triggers- Miranda sent out an email on 4/3/25 with screenshots on how to access that form. The triggers will be updated periodically (at least every other month) as we receive information from the MCO's. - Each MCO sends a GAP list, which we need to organize to match formatting in a database to then put it in NetSmart. Miranda showed the group the number of triggers in the system and orange shows any completion to those. Worklists and Reports- if you see anything missing with those or any issues please let us know so that we can adjust.
Open Forum	Everyone	Please encourage people to attend office hours. Any questions? None at this time.